

# TIPS FOR USING VENDOR SERVICES

## GENERAL SITE USE

- 1) **Navigate site by Menus** on Top or use the links in the eProcurement areas on the Vendor Home page.  
***Hint:** To get back to the Vendor Home page from other pages, click the City of Columbus, Vendor services logo at Top Left of screen.*
- 2) How do I change the password?
  - a. Select “Change Password” from Profile Menu and follow instructions on page.
- 3) How do I add/change users?
  - b. Select “Maintain Users” from Profile Menu. Click USERID to update, Add User button to add a user and follow instructions on page.
- 4) Make [VendorServices@Columbus.gov](mailto:VendorServices@Columbus.gov) a known/allowed sender in your email so messages from it do not get lost or filtered out as “spam”.

## VENDOR PROFILE

- 1) What does “Exempt from backup withholding” mean?
  - a. Your profile is your electronic W-9 to us. The City is required by the IRS to request your taxpayer identification number and verify your withholding status. By submitting your Vendor Profile, and thereby a W-9, you are certifying that the tax id number you are providing is correct and accurate and that you are not subject to backup withholding.
    - i. If you do not check the "exempt from withholding" box in Vendor Profile, this means that your company has been notified by IRS **that are required to have the City withhold 28% of any payment to you** to forward to the IRS.
    - ii. The IRS has information @ <http://www.irs.gov/taxtopics/tc307.html> regarding backup withholding
- 2) Does the email saying registration accepted mean company is also contract compliant?
  - a. No, it means that the basic information for your company Name, address, phone, email, and request for taxpayer identification information has been accepted.
    - i. Contract compliance status can be viewed in the Vendor Status area of the Vendor Profile screen.
- 3) Whom do I notify when contact information such as person, phone number, email, etc has changed?
  - a. Notification is not necessary, just update your vendor profile and submit the change.
- 4) What should I do if company Taxpayer ID Number (EIN, SSN, TIN) has changed?
  - a. Notify City of Columbus via email to [VendorServices@Columbus.gov](mailto:VendorServices@Columbus.gov) with following information:
    - i. OLD taxpayer id number and Company Name
    - ii. New Number & Company Name if changed
    - iii. Create a new profile with the new tax payer ID number. This is equivalent to completing a new W-9 form in the event of any change in Tax Identification.

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## REGISTERING FOR COMMODITIES

- 1) How can I get notified when bids are posted?
  - a. Use the Add/Update Commodities option to register for specific commodities that you will want to receive Notices of solicitations. This is how we will be able to match commodities with vendors for sending notices of opportunities.
    - i. **Hint:** All bids have the commodity code referenced in them so if you see one that normally would want to get notices for and didn't, make sure registered under that commodity number and title. **(Profile->View/Update Commodities)**
- 2) I can't find what my company does in the Commodity Search.
  - a. Use the "Description" option in drop down box and search for common words to describe the good or service provided. If you are having difficulty obtaining enough search results, just type part of the word on which you want to search.
- 3) How will I be notified once registered?
  - a. Notices are sent to registered vendors via email, fax, or both based on notification option selected in the [Vendor Profile](#) . Vendors are expected to then come back to Vendor Services site for further details.

## SOLITITATIONS

- 1) Clear cache if don't see "Continue Button" or have problem with seeing old content on Solicitation and other pages:  
  
<http://www.microsoft.com/windows/ie/ie6/using/howto/customizing/clearcache.msp>
- 2) If Adobe form or other items won't open in your browser, it is probably not a problem with the site. Please check Adobe, security settings, pop-up blocker/firewalls on your PC first.

The following links may assist with pop-up blockers:

- [Windows XP-IE6](#)
- [Netscape](#)
- [Google Toolbar](#)
- [YAHOO! Toolbar](#)

Internet Explorer Setting: To open a PDF file on secure pages must allow https pages to be saved to disk: See this Microsoft Article here: <http://support.microsoft.com/?kbid=825057>

Consult your specific browser/firewall Help for other settings that may affect your ability to use site.

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## CONTRACT COMPLIANCE

- 1) Drop down boxes revert back to default value after scrolling.
  - a. You must click on the desired value to select it from the drop down.
- 2) I get error when trying to submit form
  - a. Generally fails for the following reasons:
    - i. **Not using Adobe 7 or greater:** Verify your Adobe version.
    - ii. **Not opened in browser:** If save or download file, you will break the session connection.
    - iii. See Adobe Troubleshooting articles here for help:

<http://kb2.adobe.com/cps/331/331025.html>

<http://kb2.adobe.com/cps/328/328233.html>

- iv. **Not logged in:** If followed link without logging in, must be logged in first
      - v. **Web Session timed out:** The web session lasts approximately 40 minutes, so if you think you are running out of time or need to check information, you can submit an incomplete form by clicking SUBMIT button on last page of form and then reopening form to pick up where you left off. Please complete in same day otherwise EBOCO will receive an incomplete form and the application will be denied.
  - 3) How do I know if the form was successfully submitted?
    - a. If submitted correctly will receive a popup confirmation after hitting SUBMIT button. It reads as follows:  
"Thank you for your submitting contract compliance application. Form information was successfully updated.  
The Equal Business Opportunity Commission Office will review your application and **update the Vendor Status area in your profile**  
If you submitted a request for Business Enterprise Certification, EBOCO will contact you regarding the remaining steps of the certification process"
- Hint:** *Can go back to the link in Vendor Services and open the file. If its information is in the form, then City will have it as well.*
- 4) What happens after form is submitted?
    - a. Notification of forms submitted on the previous business day is forwarded daily to EBOCO. IT will review your application and add status codes to your profile indicating whether contract compliance number is active. Contact
  - 5) How do I know if contract compliant?
    - a. Status contract compliance or EBOCO acceptance will show up in your vendor status code descriptions in your company's vendor profile.